

VIRGINIA RELAY SERVICE
Customer Contact Report
(May, 2004)

I. Commendations	Voice	TTY	Total
CA/OPR Related	7	2	9
Relay/OSD Related			
Other			
Total Commendations	7	2	9
II. Complaints	Voice	TTY	Total
CA/OPR			
Attitude and Manner			
Typing Skill/Speed			
English Grammer			
CA Hung up on me			
Other (CA/OPR)		1	1
Equipment			
Disconnect			
Answer/Wait Time			
Garbled Words			
Other (Equip)			
Methods Related			
Miscellaneous			
Billing Rate			
Scope of Service			
Other (Misc)			
Total Complaints		1	1
III. Inquiries/Comments	Voice	TTY	Total
General Information	1	2	3
Outreach/Marketing		1	1
Explain Relay			
TTY Distrib/Purchase			
LEC Service			
Billing/Rate	2	1	3
Computer Settings			
Technical Related			
Other	5	5	10
Total Inquiries/Comments	8	9	17
Grand Total	15	12	27